

Inpatient Unit admissions

Information for **patients and visitors**



St Elizabeth Hospice is an independent charity which exists to care for the needs of people with life-limiting or progressive illnesses, and their families in Suffolk.

We provide our services to patients free of charge, to do this we have to generate around £12.9 million each year. We raise over 70% of the money, needed to provide our services, through fundraising, our shops, donations, gifts in Wills and grants from charitable trusts. The contributions we receive from our supporters enable us to be here for those who need our help.

What is the Inpatient Unit?

The Inpatient Unit or IPU, is an 18 bed short stay unit at the hospice. Patients are admitted to the IPU to help us carefully manage difficult symptoms. When you are admitted, we will assess your needs and discuss plans for your future care. This may include planning for your discharge and will be on an individual basis. The IPU is not a long term stay unit, following discharge, and along with your normal healthcare providers such as your GP or district nurse, the hospice can also support you and your family in the community.

The IPU has three bays, each with four beds. There are also six single side rooms with one bed. Priority for the single rooms is given where there may be a clinical need, such as for infection control purposes.

Arriving at the hospice

When you arrive at the hospice, you may use the car park at the front of the building, and the spaces adjacent to the driveway.

Visitors must sign in and out at reception, when you enter or leave the building, and leave your car registration number with the receptionist.

During normal office hours, entry to the building is via the main reception at the front. Out of normal hours, or when reception is closed, there is an evening entrance, signposted to the right of the building. Please ring the buzzer and you will be let in.

What to bring with you

When you are admitted to IPU, you will need to bring some personal items:

- toiletries eg. shower gel/soap/toothbrush/toothpaste (the hospice does not supply toiletries)
- tissues
- clothes
- nightwear
- medication - please bring your medication with you, as the doctors need to check them on admission. Your family will be asked to take any medications that are not needed home.
- mobility equipment - if you use a wheelchair, a frame or sticks then please bring them with you.

We advise that patients only bring small quantities of cash into the hospice, no more than £20, and we ask that valuables are left at home as the hospice cannot accept responsibility for personal property.

Meals and refreshments

Meals are provided for patients free of charge. Please let staff know if you have any special dietary requirements.

Family and friends can pre-book a paid for lunch by filling in the form in the hospice dining room, before 10.30am. Lunch is served between 12pm and 1.30pm, please pay for your lunch at the till in the dining room. Snacks and drinks are available to buy in the dining room, there is also a coffee machine, with a variety of hot drinks (donations are welcome).

Ridley's Café is available to patients and their families receiving care through the Community Care Unit or on the IPU. Open from Tuesday to Thursday, 10am-3pm, patients and families can relax and enjoy light snacks, hot and cold drinks and freshly made cakes from the café in Ridley's Atrium.

A light breakfast will be offered to visitors who need to stay the night. Breakfast for patients is served from 8am, lunch from 12pm and an evening meal is served from 5pm. There is a kitchen on the IPU which visitors are welcome to use to make drinks and snacks.

Visiting times

Appointments are bookable and visitors will need to follow the relevant PPE requirements at the time of visiting. For the most up to date information, please visit our hospice website to see the latest guidance on visiting by going to: www.stelizabethhospice.org.uk and click the 'latest visitor information' banner to see full guidance.

Hospitality room

A hospitality room is available for visitors needing to stay the night; this is allocated according to need on a day by day basis. There is a sofa bed and bedding, a TV and a shower room. If you use this facility please leave it tidy and vacate it by 8am in order to allow for cleaning.

Infection control

Following the COVID-19 pandemic, visitors must adhere to the relevant PPE requirements on their visit. Visitors will be required to wear a surgical face mask, unless exempt, which will be provided by the hospice for you to wear. Hand sanitisers are provided for use on both entering and leaving the IPU for infection control.

If you are unwell, please check with staff before visiting IPU as some patients' immune systems may be compromised, and they may be more at risk of infection. Please do not visit if you have COVID-19 or have symptoms. For full guidance, visit our website: www.stelizabethhospice.org.uk and click the 'latest visitor information' banner.

In an emergency

Should there be an emergency, the alarm will sound. All of our staff are trained how to deal with an emergency. If you are on the IPU when the alarm sounds, please remain here, our staff will guide you through the process of evacuation. If you are anywhere else in the building, please proceed to the nearest fire exit and make your way to one of the two assembly points in the car park. Staff who are trained as fire wardens will guide you and assist you.

Flowers

You are welcome to bring in flowers for patients. There is an area in the IPU kitchen with vases and scissors. Please feel free to ask a ward volunteer for help or assistance. For infection control purposes, please do not empty water from flower vases in to the sink for washing up, there is a separate sink for flower arrangements.

Laundry

We do not have personal laundry facilities at the hospice. We ask that families take laundry home where possible.

Smoking

The hospice is a no smoking site. If visitors wish to smoke we ask that they do so off site. We have a designated smoking room on the IPU strictly for patients' use only.

Wifi and mobile phones

Mobile phones can be used on the IPU. Please ask a member of staff for the wifi password.

Pets

Well behaved pets may be allowed to visit with prior agreement. Dogs must be kept on leads in the hospice and its grounds and you are responsible for cleaning up after any pet that you bring in. Dogs are not allowed in the dining room, or the IPU kitchen.

Our team

The hospice has a team of clinical and medical staff here to support you, your family and friends. You will meet our specialist doctors and nurses and be supported by our healthcare assistants. You may come into contact with other members of the multidisciplinary team including physiotherapists, occupational therapists and the emotional and spiritual wellbeing care team. You may also be offered different therapies, including art, music or complementary therapy as part of your treatment.

In addition, we have a team of volunteers who help with the practical day to day things, such as meals and refreshments, making beds and ward clerk responsibilities.

Coming to the hospice from outside the area

If you are arriving by train, there is a taxi rank at Ipswich train station, but there is no direct bus service to the hospice. For bus routes to the hospice, please visit www.ipswichbuses.co.uk. If you are driving to the hospice, the postcode is IP3 8LX.

There are numerous shops, supermarkets and restaurants within a short driving distance of the hospice and a number of hotels.

Zero tolerance

Our staff have the right to be treated with respect and dignity at all times without the risk of feeling threatened in any way. Any behaviour that may have a negative effect on staff or other patients or visitors will not be tolerated and may result in the offender being asked to leave.

Your views

Hearing about your experience of St Elizabeth Hospice can help us to improve our services and provide better care and support for those who need it.

To make a comment or complaint, or to compliment us on something we've done well, please write to us or visit stelizabethhospice.org.uk

Contact us

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